ARMY MEDICINE
Bringing Value...Inspiring Trust

Integrated Disability Evaluation System (IDES)

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UNCLASSIFIED

CRDAMC IDES Vision

- Provide each Soldier with quality medical care and case management as they negotiate the IDES process in an efficient and expeditious manner.

- Provide each Soldier and Family with all available information to help them make informed decisions throughout the MEB/PEB process; and access to an Independent Provider Review and Legal Counsel.

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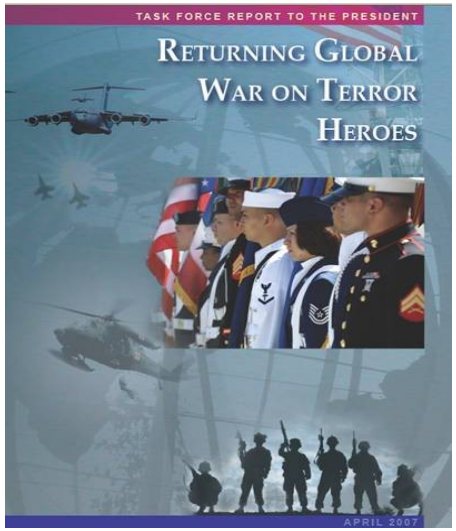
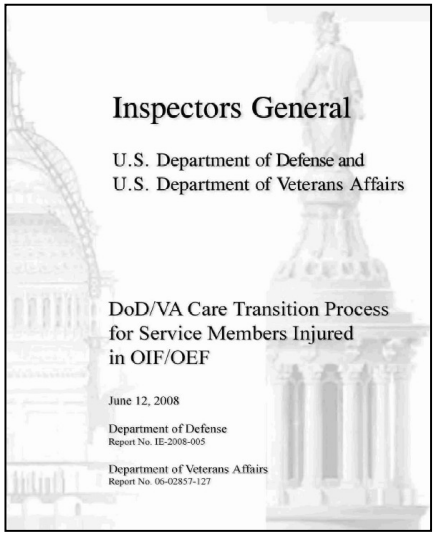
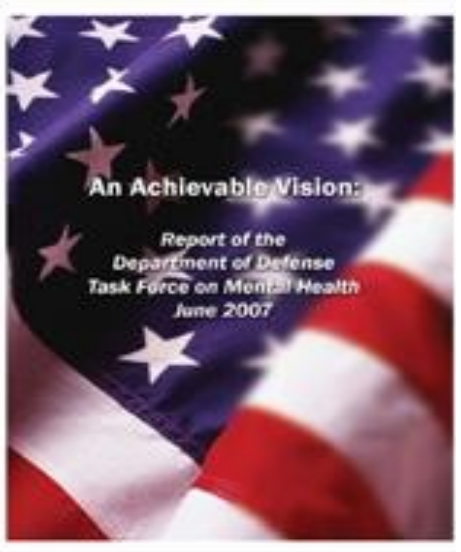
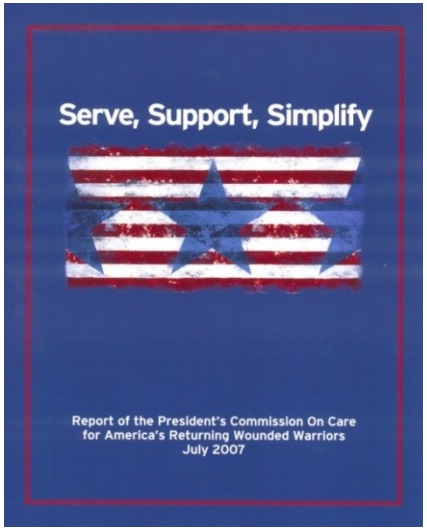
Executive and Congressional Mandates

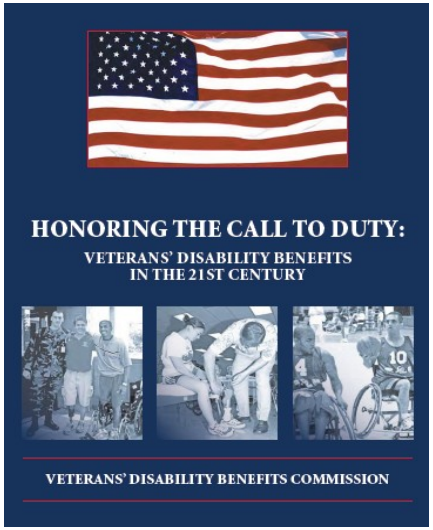






Rebuilding the Trust
Independent Review Group
Report on Rehabilitative Care and
Administrative Processes at
Walter Reed Army Medical Center and
National Naval Medical Center


Serve, Support, Simplify
Report of the President's Commission On Care
for America's Returning Wounded Warriors
July 2007



IDES Process by Stage

In Treatment up to a Year

Referral Decision

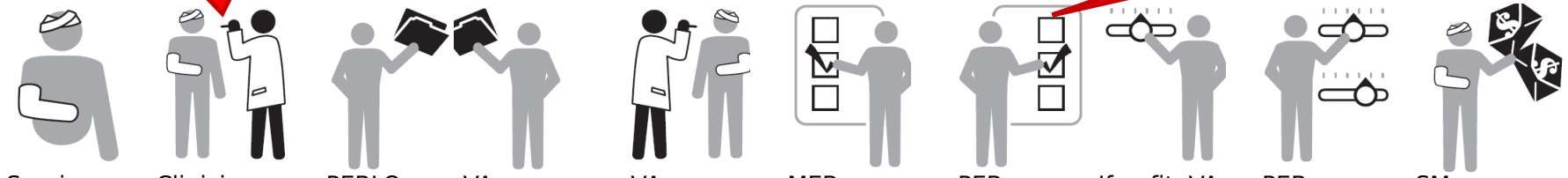
Fitness Decision

TREATMENT	Medical Evaluation Board (100 days)				Physical Evaluation Board (120 days)		Transition (45 days)	BENEFITS (30 Days)
	REFERRAL (10)	VA CLAIMS (10)	MEDICAL EXAMINATION (45)	MEDICAL EVALUATION BOARD (35)	PHYSICAL EVALUATION BOARD (75)	VA RATING (45)	TRANSITION (45)	

Planned Cycle time from Referral to Transition is 295 days

Referral Decision

Fitness Decision



Service member in treatment up to a year

Clinician identifies condition that may render SM unfit for duty / Refers into DES

PEBLO counsels SM on the DES

VA counsels SM on benefits / SM identifies additional conditions / schedules exams

VA examines all conditions

MEB identifies all conditions that may make SM unfit for duty

PEB identifies conditions make the SM unfit

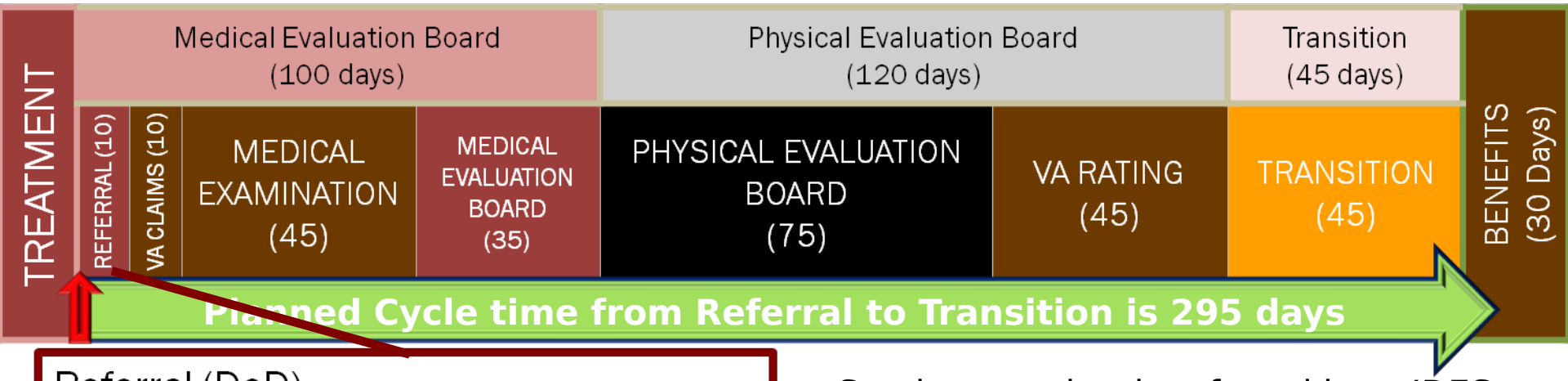
If unfit, VA rates unfitting as well as all other Service Connected conditions

PEB uses VA rating for unfitting conditions to determi Servic ben

SM receives DoD and VA benefits shortly after discharge

Two ratings: one for unfitting conditions; one for all Service Connected conditions

Referral Stage (DoD)



Referral (DoD)

DoD Goal: 10 days

Fort Hood APT: 16 days

cases pending in this phase: 138

Clinician identifies condition that may render SM unfit for duty /Refers into IDES

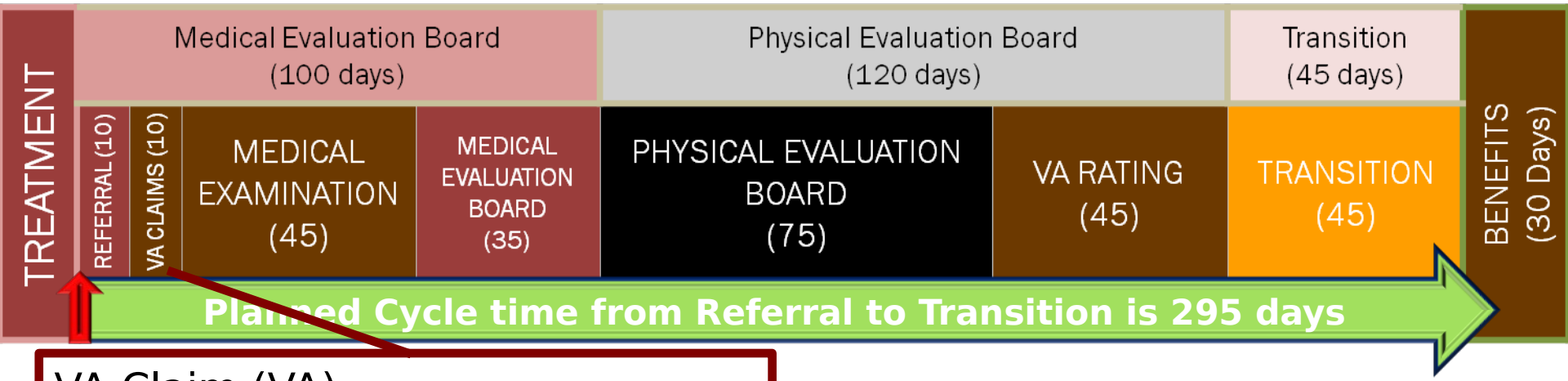
SM attends IDES Brief

PEBLO counsels SM on IDES/ Assists SM in completing VA Claim form (Part I)

PEBLO transfers case to VA MSC

Service member is referred in to IDES. SM is contacted by MEB/DES Clinic Admin staff to complete demographic info and obtain IDES Brief appointment slip. SM attends IDES Brief. HREC copies are requested and obtained. Case is then assigned to PEBLO. PEBLO has initial meet & greet with SM, answers questions, and prepares initial portion of VA Claim form. PEBLO then transfers case (VA claim form, referral info and copy of HREC) to VA MSC. Major delays may include inability to obtain HREC, SM on leave, and/or entrance exam not available.

VA Claim Development (VA)



VA Claim (VA)
DoD Goal: 10 days
Fort Hood APT: 5 days
cases pending in this phase: 20

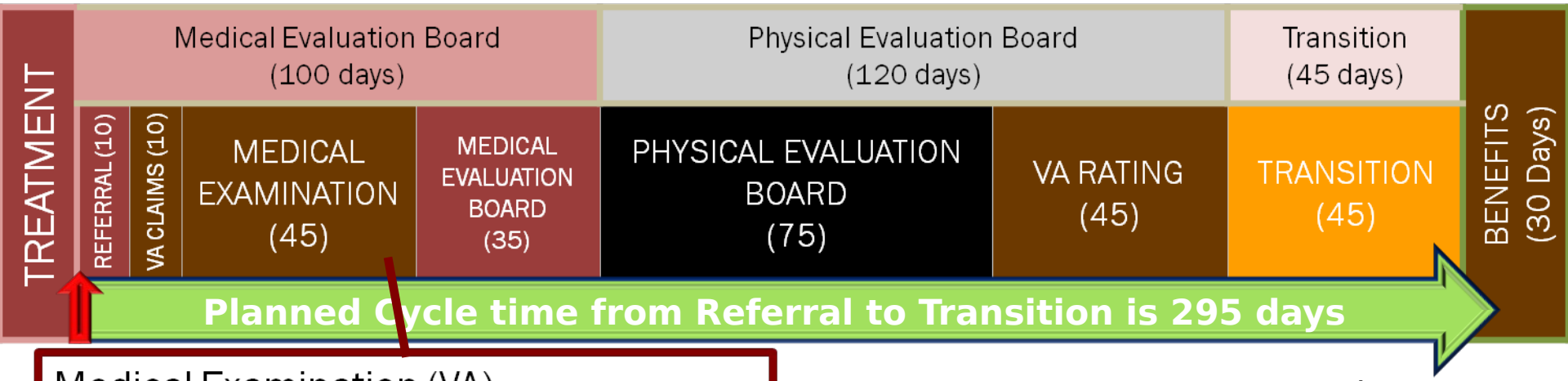
PEBLO transfers case to VA MSC

MSC interviews SM & assists in completing VA Claim

MSC requests medical evaluation

MSC receives packet from PEBLO and schedules meet and greet. MSC completes claim form to include referred and claimed conditions and coordinates with VHA to schedule C&P exam appointments based on all conditions (referred and claimed). Possible delays may include SM not available and incomplete HREC.

Medical Examination (VA)



Medical Examination (VA)
DoD Goal: 45 days
Fort Hood APT: 44 days
cases pending in this phase: 330

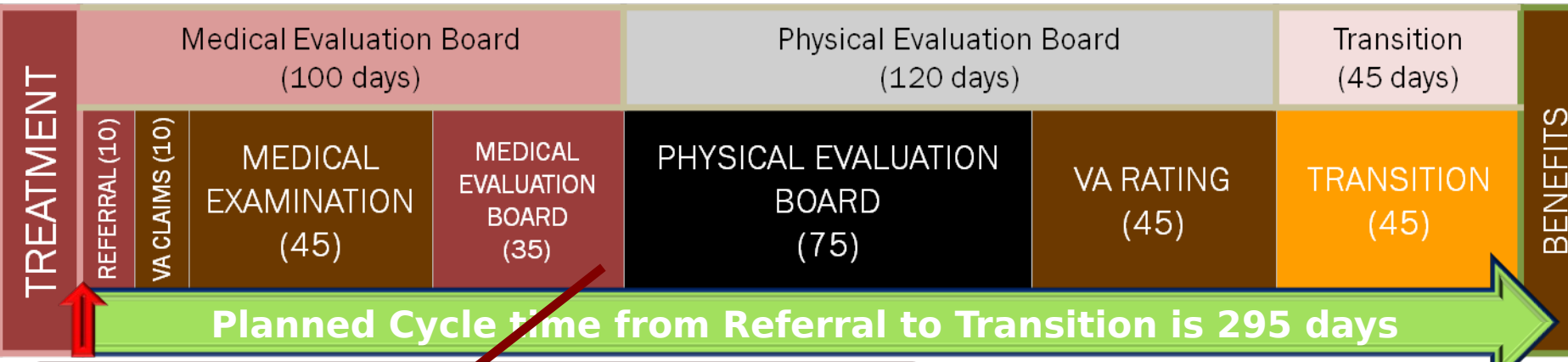
MSC requests medical evaluation

VA examines all conditions (referred & claimed)

MSC delivers Compensation & Pension (C&P) exam to PEBLO

Once MSC requests C&P appointments, SM is given copy of appts in-person. Copy of appointments is also given to PEBLO to advise Command. Appointments may be at the MEB/DES Clinic or VA in Temple. VHA Providers examine SM based on all conditions – referred and claimed. Finalized C&P exams are printed by MSC and returned to PEBLO for processing. Possible delays may include unavailability of SM, no-shows, specialty exams required and/or possible addendums or additional testing needed.

Medical Evaluation Board Stage (DoD)



Medical Evaluation Stage (DoD)

DoD Goal: 35 days

Fort Hood APT: 113 days

cases pending in this phase: 1,039

MSC delivers Compen-sation and Pension (C&P) exam to PEBLO

SM attends NARSUM & all additional-appts

MEB packet is routed for Q&A & approval

SM is counsele d on MEB findings

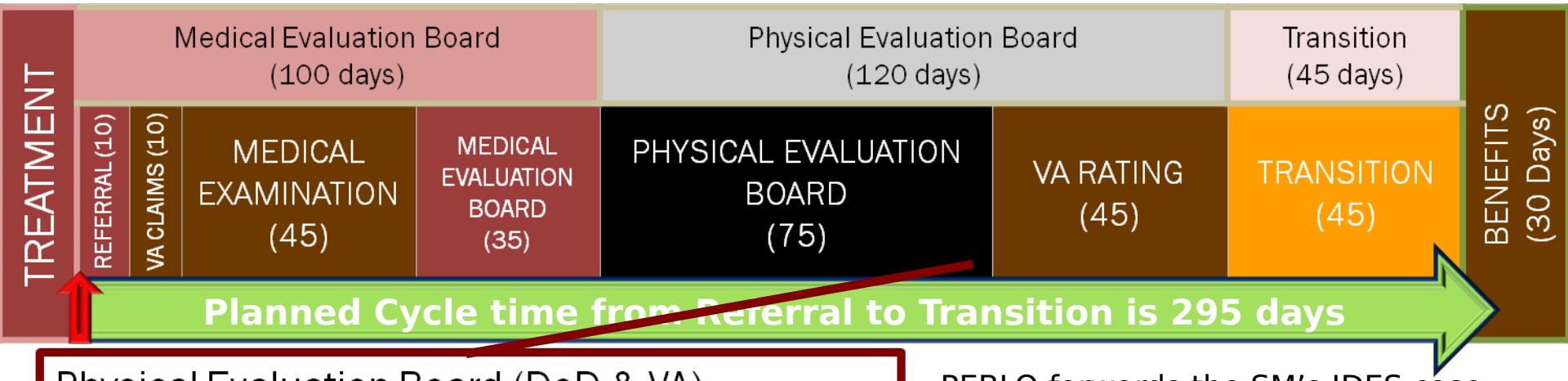
SM can elect to (1) Request an IPR (2) Appeal

SM signs packet

MEB packet is forwarde d to PEB

PEBLO receives C&P exam from MSC and schedules NarSum/Addendum appointments. Appts are booked and SM and Command notified. MTF providers complete NarSum/Addendum and return to PEBLO with combined permanent eprofile. MEB proceedings are routed for review and approval. PEBLO provides a copy to SM and counsels the SM. SM is given option to seek IPR, SMEBC and election period set. SM has 7-day election period; however, this is set based on SM request for IPR and SMEBC. If SM appeals, approving authority renders how to proceed. If SM concurs or once appeal process is complete, case is sent to PEB. Possible delays include caseload, provider availability, obtaining external medical records, further treatment required, admin docs (LODs, updated Cdr ltrs)

Physical Evaluation Board (DoD & VA) (1 of 2)



Physical Evaluation Board (DoD & VA)
Sub-process: VA Rating
DoD Goal: 120 days
Fort Hood APT: 73 days
cases pending in this phase: 241

MEB packet is forwarded to PEB

PEB identifies unfit conditions

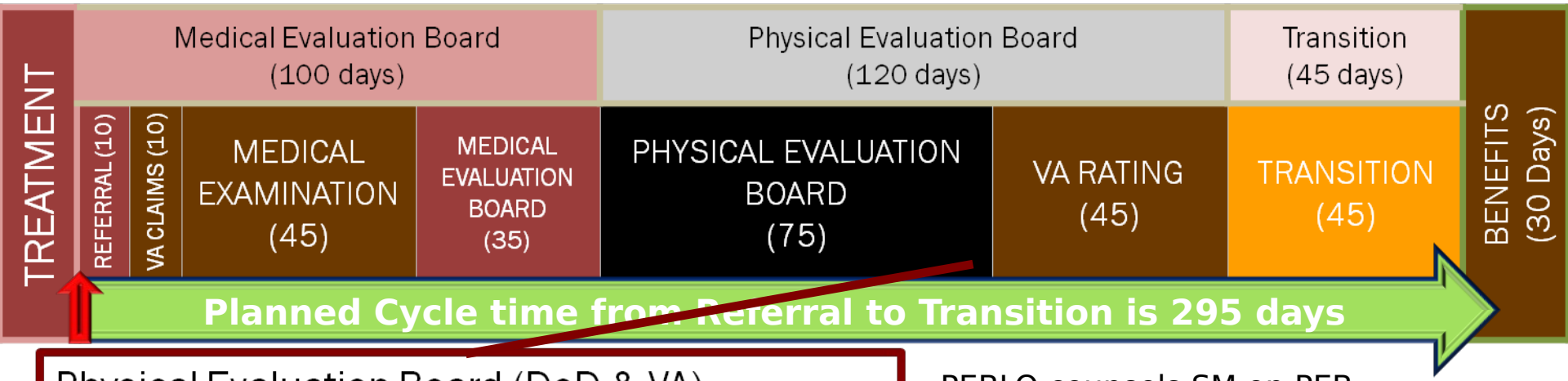
If unfit, case is forwarded to VA-DRAS for ratings

VA-DRAS applies ratings & case is forwarded to PEB

PEB forwards PEB findings to PEBLO

PEBLO forwards the SM's IDES case file to the PEB at Fort Sam Houston Informal Physical Evaluation Board. Fit/Unfit determination is rendered by PEB. Case is forwarded to VA-DRAS in Seattle for ratings. Courtesy copy of this preliminary findings memo is issued to PEBLO. PEBLO notifies SM of preliminary findings. Once DRAS rates the case (both unfit and additional claimed conditions), DRAS returns case to PEB. PEB prepares DA Form 199 PEB Proceedings, routes thru PEB QA provider and President, PEB for review and approval. Once approved, PEB forwards copy of DA Form 199 and proposed VA packet to PEBLO to counsel SM

Physical Evaluation Board (DoD & VA) (2 of 2)



Physical Evaluation Board (DoD & VA)
Sub-process: VA Rating
DoD Goal: 120 days
Fort Hood APT: 73 days
cases pending in this phase: 241

PEBLO counsels SM on PEB findings

SM is counseled on findings

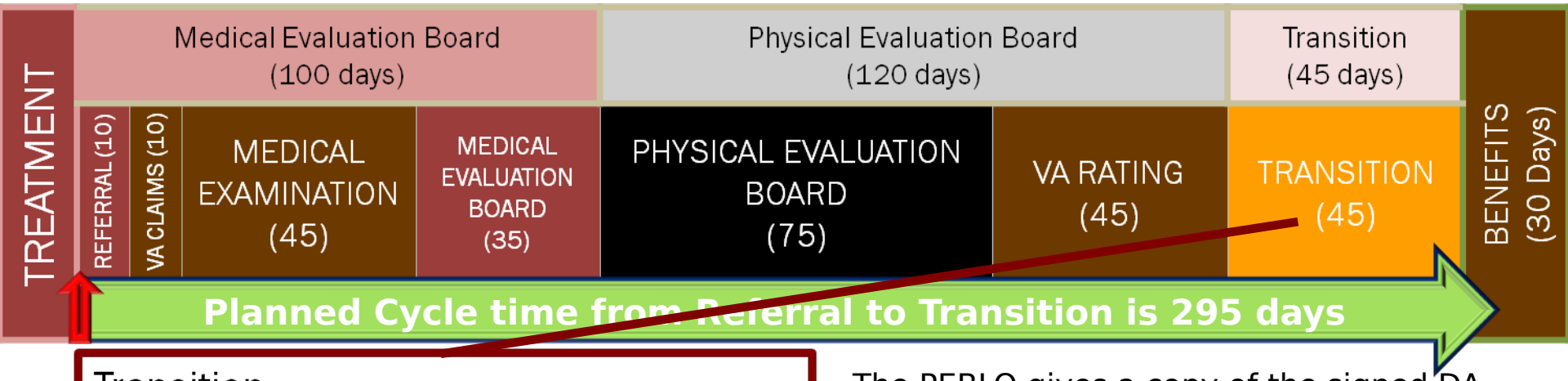
SM can elect to (1) request an appeal (2) request reconsideration (3) formal board

SM signs packet

MEB packet is forwarded to PEB. COAD/COAR submitted here as applicable

PEBLO counsels SM on PEB proceedings. SM has 10 days to concur, ask for DVA reconsideration or formal hearing. SM has right to seek legal guidance. DVA reconsideration requires SM to provide medical documentation to be considered. AM has right to legal counsel for formal hearing. Timeframes vary depending upon what is requested by SM and any coordination that may take place (outside of PEBLO) between SM, Legal, and PEB. COAD/COAR packets are submitted to PEB with election. Possible delays include availability of legal counsel, SM trying to gather additional documentation or schedule

Transition Stage



Transition
DoD Goal: 45 days
Fort Hood APT: 75 days
cases pending in this phase: 107

Transition issues separation orders

SM clears installation

SM receives DD 214

SM starts terminal leave

The PEBLO gives a copy of the signed DA Form 199 to the VA MSC. MSC schedules a mandatory exit interview with the SM explaining VA rating and benefits. Dependent, financial, and contact information is verified at this interview. Physical Disability Agency approves medical discharge for SM and notifies Ft Hood Transition Center. SM coordinates with Unit and Transition to settle PTDY and transitional leave as well as Orders, clearing papers and DD214. SM responsible for submitting copy of Orders to PEBLO. SM clears installation. Copy of Member 4, DD 214 is given to PEBLO & VA MSC. Delays include unit processing of leave, coordination w/ Transition, attending mandatory outprocessing briefs, submission of Orders

IDES is a TEAM Sport

- Strong and involved Leadership to create an Environment for Suc
  - Knowledge and emphasis on process adherence
  - Roles, Responsibilities, and Accountability
- Communication between all internal stakeholders
  - PEBLOs and MSCs
  - VA examiners and MTF MEB physicians
  - PEBs and DRAS
- No one entity ensure success or causes failure
  - The DES Team=Physicians, Patient Administration, Parent Commands,
  - VHA and VBA
- Communication with Stakeholders Communities
  - Local Commands, Patients, Families, VSOs, MTF and VA Staff
  - PSAs, Articles, Posters, Town Hall meetings, etc….
- Monitor the process and plug the leaks!

Tools of the Trade

Electronic Profile (E-Profile):
https://medpros.mods.army.mil/eProfile/Public/Register.aspx

Medical Protection System (MEDPROS):
https://medpros.mods.army.mil/MEDPROSNew

U.S. Army Physical Disability Agency Website:
https://www.hrc.army.mil/site/active/tagd/pda/ArmyPDES.html

Department of Veterans Affairs:
www.vetcenter.va.gov

My MEB/My PEB accessed through AKO:
https://www.us.army.mil/suite/designer

For more information IDES visit the U.S. Medical Command Patient Administration Website:
https://pad.amedd.army.mil/meb.html

Questions